

What is the Working Connections Information Phone (WCIP)?

WCIP is an automated toll free phone service that parents receiving Working Connections Child Care subsidy program and providers caring for their children can call to get basic child care case information. This new phone service is available 24 hours a day so busy working parents and their child care providers can call at their convenience.

Working Connections Child Care Information Phone is available 24 hours per day, 7 days per week, and is available in English and Spanish.

Parents call the Answer Phone	1-877-980-9220
Providers call WCIP	1-866-218-3244

What information can I get from the Working Connections Information Phone (WCIP)?

Both parents and providers hear the same information on the family's child care case:

- The status (approved, denied, or pending) of a Working Connections Child Care case and the effective date;
- What child care services, including the copayment, are authorized for payment and the dates covered; and
- Special messages about the Working Connections Child Care (WCCC) Program.

Here is an example of the information that parents and providers hear:

Jane Smith is approved for Working Connections Child Care Beginning June 1, 2003 and ending December 30, 2002. For ABC Child Care Center, Jane Smith's copayment is \$25 per month beginning June 1, 2003 ending December 31, 2003.

Jackie Smith is authorized for licensed center full-day care at ABC Child Care Center for \$22.00 per day for 22 days per month from June 1, 2003 through December 31, 2003.

How do I use the WCIP?

If you are a *parent*, you will need the following to access the WCIP through the Answer Phone:

- Your ACES Client Identification Number; and
- The last four digits of your Social Security Number (to set a Personal Identification Number, PIN).
- If you already use The Answer Phone simply enter your ACES client ID and your PIN

If you are a *provider*, you will need the following to use the WCIP:

- Your SSPS Child Care Provider Number (This is the six digit number found on the upper left side of your SSPS Social Service Notice, on your license, or on your SSPS Remittance Notice);
- Your Employee Identification Number or the last four digits of your Social Security Number (to set a Personal Identification Number); and
- The family's child care application number (This is the 10 digit number found on the right hand corner of the SSPS Social Service Notice or on the WCCC award letter).

Can I apply for the Working Connections Child Care program by calling WCIP?

Parents and providers still need to call the local DSHS Customer Service Center to apply for the Working Connections Child Care program and to update their child care information.

The Working Connections Information Phone does not replace any functions of the DSHS Customer Service Centers. It gives parents and providers another way to quickly and easily get basic child care information on existing family child care cases 24 hours a day without needing to speak to anyone.

If I, as a child care provider, use the WCIP service does that mean that I will no longer get my Social Service Notices from the Social Services Payment System (SSPS)?

Child care providers and other payees providing child care for families receiving Working Connections Child Care will continue to receive Social Service Notices from SSPS.

The WCIP service gives out the same information that is contained in the Social Service Notice mailed out through SSPS. The WCIP and the SSPS Social Service Notices contain information on the types, amounts and dates of the child care services authorized for payment.

When you call WCIP you get the most recent information on the family's WCCC case without waiting for the Social Service Notice to come in the mail.

Can I, as a child care provider, hear information on more than one family's child care case when I call the WCIP?

Yes, providers can make one phone call and get WCCC case information on multiple family cases by entering each family's case number when prompted.

The WCIP service is an excellent way to check if a family's WCCC case is authorized again for a new eligibility period and if payment authorization updates have been made.